ABSTRACT

A method and mechanism for a web based knowledge management tool. A knowledge management tool enables one to interact with a knowledge base and enable distributed collaboration between parties. Users may create and customize portlets to interact with the knowledge base in a variety of formats, such as, e.g., a survey and a FAQ. The information describing the appearance and operation of the portlets is stored within a database coupled to a portal database server, which is a component that provides content pertaining to a portal web site to one or more web browsers 101. Graphical based reports based upon user activity may be dynamically generated and subsequently displayed through portlets as well.